Appendix C - 2008 Major IT Project Descriptions

Secretariat: Administration
Agency: Department of General Services (DGS)
Project Formal Title: DRES - Real Estate Portfolio Management
Investment Status: Approved for Development

Project Description:

In May 2004, Governor Warner's Management Objectives for 2004-2005 established the real estate management objective: *implement a consolidated, fully integrated system for the state's real estate management, resulting in a 15% - 20% decrease in total leased office space.* DGS is working to transform Virginia's decentralized real estate transactions process into a Real Estate Portfolio Management System that will meet the Governor's decreased leased office space objective. DGS engaged CBRE to evaluate solution options, and the CBRE final report recommends developing an enterprise wide solution while preserving currently functioning technology investments. The PLATS system will be used as an interim solution, and the implementation of available PLATS upgrades is being evaluated.

Project Scope:

The Real Estate Portfolio Management system will provide functionality for the management of real estate assets, leases, and facilities, which will replace the three Commonwealth systems that currently perform these functions. Additional business support functionality will be identified during requirements gathering. The application will interface with the state's financial systems including general ledger, accounts payable, accounts receivable, fixed assets, and treasury accounting. The PLATS system will be used as an interim solution, and PLATS upgrades may be included in the project scope based on the enterprise solution's deployment timeline.

Appendix C - 2008 Major IT Project Descriptions

Secretariat: Administration
Agency: Department of General Services (DGS)
Project Formal Title: DPS VDC Warehousing System Modernization
Investment Status: Approved for Planning

Project Description:

The Virginia Distribution Center (VDC) has statewide responsibility for purchasing goods in bulk and distributing the goods to state agencies, universities, institutions, and local governments. The current Distribution and Warehousing application is 9 years old and is no longer supported by the vendor. Subsequently, opportunities to improve the business processes that rely on the application have been limited. In addition, the technology does not meet VITA security standards, and does not meet the reliability standards required from the business. Failure of the application would reduce the volume of purchased goods, increase the personnel costs required to procure and distribute critical products, and delay their delivery. The Warehousing System Modernization Project will replace the existing system with a system that meets VDC system security, reliability, support, and functionality needs.

Project Scope:

The VDC Warehousing System will:
- Replace the existing system
- Duplicate or improve current Distribution and Warehousing application functionality
- Reduce processing errors in picking, putting, and distributing goods
- Streamline invoice processing and adjustments
- Bring application and hardware to VITA compliant standards including security
- Provide a self-contained processing environment with 24-by-7 reliability during a statewide disaster or government continuity event
- Provide for integration with customer agency systems
- Capture business unit performance measures

Appendix C - 2008 Major IT Project Descriptions

Secretariat: Administration
Agency: State Board of Elections (SBE)
Project Formal Title: Campaign Finance Management System
Investment Status: Approved for Planning

Project Description:

The project will implement a commercial-off-the-shelf (COTS) system to manage e-filed campaign finance reports that include customization services and an on-going license and support agreement.

Project Scope:

The Campaign Finance Management System will:
- Integrate seamlessly with SBE management software
- Post reports to the SBE website
- Meet all legal requirements
- Allow localities to accept e-filings

Appendix C - 2008 Major IT Project Descriptions

Secretariat: Agriculture and Forestry
Agency: Department of Forestry (DOF)
Project Formal Title: Integrated Forest Resources Information System – Forest Protection &
Mobile Computing
Investment Status: Approved for Development

Project Description:

The project will augment existing Geographic Information System (GIS) infrastructure that
supports key DOF programs. Enhancements will be made to the Agency's Integrated Forest
Resource Information System (IFRIS). IFRIS is a web-based information management system
for the program areas of wildfire suppression, water quality law enforcement, and forest health.
In addition to information management enhancements, new mapping technology, in the form of
mobile devices with mapping-grade GPS, will be introduced to replace current paper-based data
collection forms. Paper-based data collection for IFRIS severely impedes DOF's ability to
deliver the program services managed by the agency. Systems will be developed primarily at
contractor facilities, but ultimately will be integrated with the IFRIS application hosted by VITA.
The project includes training staff on the use of the mobile devices and the new IFRIS
functionality.

Project Scope:

The Integrated Forest Resources Information System – Forest Protection and Mobile Computing
System will provide:
- Improvements to IFRIS data collection, management, and storage
- Enhanced reporting of information critical to the business areas of wildfire incident tracking,
  water quality law enforcement and forest health monitoring
- Deployment of mobile devices for data collection

Appendix C - 2008 Major IT Project Descriptions

Secretariat: Commerce and Trade
Agency: Department of Professional and Occupational Regulation (DPOR)
Project Formal Title: Electronic Access to the Government Licensing and Enforcement System (EAGLES)
Investment Status: Approved for Development

Project Description:

EAGLES will be a web-enabled application implemented to replace two legacy systems, CLES and ETS. EAGLES will also support the agency's new business requirements. This project is in line with the Commonwealth's electronic government initiative, which requires that the Department be aligned closely with the Digital Signatures and COVA PIN initiative.

Project Scope:

This project scope includes the development of the EAGLES web-enabled application to replace the legacy systems, CLES and ETS, and the expansion of the system to include the Department's new business requirements. The new requirements are:
- License renewal
- Filing of licensure applications
- Alignment with the Digital Signatures and COVA PIN initiative

Appendix C - 2008 Major IT Project Descriptions

Secretariat: Commerce and Trade
Agency: Virginia Employment Commission (VEC)
Project Formal Title: Replacement Financial System
Investment Status: Identified for Preliminary Planning

Project Description:

The Financial Management Accounting System will replace the current mainframe batch system. The new system will include modules for accounts payable, accounts receivable, general ledger, cost allocation, time distribution and procurement. Financial data will be processed in an on-line, real-time environment. These features will greatly improve efficiency in financial processes, availability of management information, and the accuracy of accounting reports, thus reducing the potential for audit findings.

Project Scope:

The VEC is participating in a study commissioned by the Virginia Enterprise Application Program (VEAP) to identify a solution for those agencies that need to replace their financial systems in the immediate future. The study is being conducted by North Highland. The need for this study arose as a result of discontinued funding for the VEAP program that was intended to replace the Commonwealth's "Central Systems" (CARS, PMIS, CIPPS, Probud, etc.). The VEC had been a participant in that project. VEC's new financial system will modernize the 40 year old financial system, eliminating significant risk and enabling new capabilities.

Appendix C - 2008 Major IT Project Descriptions

Secretariat: Commerce and Trade
Agency: Virginia Employment Commission (VEC)
Project Formal Title: Unemployment Insurance Modernization
Investment Status: Approved for Planning

Project Description:

The VEC needs to modernize the Unemployment Insurance Benefits and Tax (UIBT) system. The current system is based on VEC priorities identified in the mid-1980s. Since that time, the statutory environment and the business processes have changed. The current UIBT system is difficult to upgrade and costly to maintain when compared to systems that are available in today's market. As a result of these concerns, VEC has identified two goals for the Unemployment Insurance Modernization Project:

- Replace the existing UIBT applications using a foundation of new technology and improved design methods to improve flexibility and maintainability. This includes the ability to add new features and to incorporate system changes resulting from future law and policy changes.
- Improve the UIBT business processes to meet unemployment insurance business needs that have changed since the mid-1980s. The new business processes are targeted to be significantly more efficient and adaptable to wide swings in workload.

Project Scope:

The UIBT System will provide:

- Implementation of a Benefit Audit, Reporting and Tracking System that will support the prevention, detection, and processing of both fraudulent and non-fraudulent unemployment insurance overpayments. The system will facilitate several types of audits and help automate case management.
- Implementation of an Appellate Hub for Appeals that will provide end-to-end service for conducting conference call hearings, digitally recording hearings, archiving and retrieving hearings for review, and purging old recordings.

Appendix C - 2008 Major IT Project Descriptions

Secretariat: Education
Agency: Christopher Newport University (CNU)
Project Formal Title: Relocation of the CNU's Center for IT Services
Investment Status: Approved for Planning

Project Description:

The CNU IT Services Center acts as a central hub for network and systems communications on the CNU campus, but the data center lacks critical environment and logistical risk controls. The project will relocate IT Services to a new campus data center, which will resolve the environmental and logistical risks inherent to the current data center. Additionally, the new data center will allow the University to better scale the systems and network infrastructure that provides service to the campus community. The project will place the CNU Center for IT Services in a physical and technological environment, allowing it to better perform its new role as a central point for business processes and for preparing data on which major decision-making is based.

Project Scope:

The Relocation of the CNU Center for IT Services will result in the design and construction (either build or renovation) of an IT Services Center that can effectively deliver current and anticipated IT Services.

Appendix C - 2008 Major IT Project Descriptions

Secretariat: Education
Agency: James Madison University (JMU)
Project Formal Title: University Advancement System (UAS) Project
Investment Status: Approved for Planning

Project Description:

James Madison University's need for philanthropic support of its academic and institutional programs is continuing to grow, and access to the data necessary to research, evaluate and track existing and potential donors is increasingly critical. Historically, such information has been compiled and distributed through a relatively centralized advancement effort. Continued growth has moved JMU to the point where the advancement function is no longer the domain of a single office or division, but a shared responsibility that involves everyone in the University community. To effectively lead and support this decentralized approach, the University is undertaking the University Advancement System (UAS) project to evaluate alternative solutions and implement a new information system capable of meeting a highly diverse and integrated set of requirements.

Project Scope:

The UAS Project will include hardware, software, and services necessary to establish and sustain the new system and will:
- Assist successful fundraising and constituent programs and services through timely, integrated and secure access to electronic data
- Provide capability to support more highly integrated, complete picture approaches to data gathering and use, and ultimately allow the university to leverage information about its various constituents, their relationships, activities, transactions, results, and demonstrated affiliations with the University
- Provide new business and work flow processes across University entities to assist fundraising and other advancement service opportunities
- Support improved organizational efficiency in University Advancement
- Obtain a system that is known and supported in the Advancement community as well as by the company and consultants
- Align with the University's technology architecture to support appropriate return on investment
- Provide an easy-to-use, serviceable, and flexible set of tools and services to advancement leaders, development officers, and campus constituents

Appendix C - 2008 Major IT Project Descriptions

Secretariat: Education
Agency: Radford University (RU)
Project Formal Title: Radford University Information System Project
Investment Status: Approved for Development

Project Description:

Radford University (RU) is implementing SunGuard Banner applications for Student Records, Financial Records, and Human Resources. EstimateRU will install the same computer systems already operational at 10 other Virginia higher education institutions. Web-based systems provide better service to students, faculty, staff, parents, the community, alumni, business and ultimately to all taxpayers, while delivering operational efficiencies to the institution.

Project Scope:

The project scope includes the procurement and implementation of new web-based ERP Administrative System software with Student Records, Financial Records, and Human Resources modules. The project scope includes the installation of a web-based ERP system that will:
- Provide better service to students, faculty, staff, parents, the community, alumni, business and ultimately to all taxpayers
- Deliver operational efficiencies to the institution

Appendix C - 2008 Major IT Project Descriptions

Secretariat: Education
Agency: Radford University (RU)
Project Formal Title: Voice over Internet Protocol (VoIP) Telephone System Project
Investment Status: Approved for Planning

Project Description:

The University currently supports a hybrid Voice over Internet Protocol (VoIP) and Centrex telephone system and seeks to standardize its telephony with a VoIP solution. Over the next several years, the project will phase in the installation of a Cisco VoIP Telephone System to replace the current Asynchronous Transfer Mode (ATM) based system and the Verizon service plan.

Project Scope:

The VoIP Telephone System will provide:
- Increased service for faculty, staff and students
- Increased functionality with the additions of number portability, emergency alert capabilities, and enhanced voice mail capabilities

Appendix C - 2008 Major IT Project Descriptions

Secretariat: Education
Agency: Virginia Community College System (VCCS)
Project Formal Title: Administrative Information System (AIS)
Investment Status: Approved for Development

Project Description:

VCCS is implementing commercial software for financial management. The new system provides self-service access and business process support to students, faculty, and staff. It also improves workflow for major financial functions performed throughout the VCCS colleges and Central Office. Enhanced interoperability with other VCCS internal and external application systems will provide additional benefits such as information sharing, elimination of redundant data entry, and business process improvement.

Project Scope:

The project scope includes the implementation of the PeopleSoft Financial modules for General Ledger, Accounts Payable, Accounts Receivable, Billing, and Fixed Assets. The project also includes an automated interface with the state procurement system, eVA, and the Commonwealth Account and Reporting Systems (CARS). The project includes all phases of the project lifecycle. The specific lifecycle methodology to be employed is the PeopleSoft Compass methodology which includes Fit/Gap analysis, design, development, testing, training, and quality assurance reviews.

Appendix C - 2008 Major IT Project Descriptions

Secretariat: Education
Agency: Virginia Community College System (VCCS)
Project Formal Title: New Human Resources Information System (HRIS)
Investment Status: Approved for Planning

Project Description:

The project is an implementation of a Human Resources System for the Virginia Community College System (VCCS) and 23 Colleges. Currently VCCS does not employ an automated enterprise solution for human resources management. Dependence on manual processes and dated external systems negatively impacts the VCCS' ability to remain competitive in today's higher education market and to meet VCCS business, educational, and public service missions. To address these problems, VCCS plans to implement the PeopleSoft HR modules. The proposed system will provide self-service access and business process support to students, faculty, and staff and improved workflow for major human resources functions performed throughout the VCCS colleges and Central Office. Enhanced interoperability with other VCCS internal and external application systems will provide additional benefits from information sharing.

Project Scope:

The project scope is the implementation of the PeopleSoft Human Resources modules and includes HR, Base Benefits, Benefits Administration (portion), portal, self service, and data conversion interfaces to CIPPS, EPAS and PMIS. The implementation includes modules for employee self service, time and labor, and recruiting. The project scope includes all phases of the project lifecycle. The specific lifecycle methodology to be employed will include Fit/Gap analysis, design, development, testing, training, and quality assurance reviews.

Appendix C - 2008 Major IT Project Descriptions

Secretariat: Finance
Agency: Secretary of Finance Enterprise (under VEAP oversight)
Project Formal Title: Performance Budgeting
Investment Status: Approved for Planning

Project Description:

The project is the implementation of a performance budgeting system to replace the current budgeting and strategic planning applications (PROBUD, WebBEARS, Budgetwise and Expendwise). Today the Commonwealth's strategic planning and budget development processes use a wide range of disparate systems. These systems have limited integration and interfacing capabilities. A common problem shared throughout the enterprise is the need for the same budget data to be entered multiple times. Because of this, a great amount of time and effort is spent double-checking and verifying data to make sure it is "in balance."

Project Scope:

The Commonwealth currently relies on numerous systems, applications, and processes to support the Performance Budgeting business process. The recommended Performance Budgeting solution would include the following elements:
- A service delivery organizational structure that recognizes the wide range of differences among the various Commonwealth
- A phased implementation approach that gives the Commonwealth the opportunity to carefully control costs and risks, and to make implementation and rollout decisions based upon both project performance and other future conditions.

In the future, performance budgeting will be enhanced through six key process and policy changes:
- Extending the strategic planning horizon to three biennia
- Establishing strategic priorities
- Applying measurement and evaluation
- Initiating performance reviews
- Realigning base budgets
- Linking budgets, expenditures, and performance

Appendix C - 2008 Major IT Project Descriptions

Secretariat: Finance
Agency: Department of Tax (TAX)
Project Formal Title: Audit Case Management Integration with Advantage Revenue
Investment Status: Identified for Preliminary Planning

Project Description:

This project will focus on the migration of Taxation's Audit Case Management (ACM) system from its current platform within Siebel to be integrated with Advantage Revenue. This includes designing & developing the ACM system within the AR PowerBuilder Application and designing and developing interface points with the Compliance Repository, PASS, and the Auditor Workbench, plus resizing Advantage Revenue servers. In addition, this project will incorporate new functionality to improve case selection and case manageability.

Project Scope:

Taxation's current Audit Case Management system is based in its Siebel Customer Relation product. While the application functions, its separation from the agency's enterprise application results in a significant degradation of performance, both from a systemic and an auditor performance standpoint. In addition, the significant overhead with Siebel, and the proprietary nature of the application severely limit TAX's ability to enhance the application.

The use of Siebel for ACM has significantly increased the complexity of maintaining and upgrading the Siebel product due to the large amount of customization that was needed to retro-fit Siebel with an Audit Case Management system. This project will allow for significant more flexibility for the agency to enhance and improve the Audit Case Management application. It will improve audit throughput thereby increasing compliance revenue. In addition, it eliminates an interface point, and significantly improves TAX's ability to upgrade and maintain its Siebel application.

Appendix C - 2008 Major IT Project Descriptions

Secretariat: Finance
Agency: Department of Tax (TAX)
Project Formal Title: Replace Taxation's Phone System with Voice Over IP (VOIP)
Investment Status: Identified for Preliminary Planning

Project Description:

This project will replace the Department's current phone system components with VOIP. This will allow the agency to eliminate its Rockwell Phone System and adhere to the VITA strategic direction.

Project Scope:

The agency's current phone system limits its ability to expand voice response functionality, and increases the agency's integration requirements for its contact center. Due to the current configuration, the agency has three separate applications to meet its call center requirements. This significantly increases the maintenance costs from an infrastructure and personnel standpoint.

Voice over Internet Protocol will allow greater flexibility with call center features, and allow the agency to potentially eliminate two of the three application components for its call center. It will also result in overall reduction in telecommunication charges and improve performance.

Appendix C - 2008 Major IT Project Descriptions

Secretariat: Governor's Office
Agency: Virginia Enterprise Applications Program (VEAP)
Project Formal Title: Financial Management Enterprise Rollout
Investment Status: Identified for Preliminary Planning

Project Description:

This project will replace the Commonwealth's (Department of Accounts) current financial system, Commonwealth Accounting and Reporting System (CARS). It will be an Enterprise Resource Planning (ERP) implementation of General Ledger and Accounts Payable, the two accounting features currently contained within CARS.

Project Scope:

The system will be deployed to all current day CARS users and interfaced with the financial systems that currently interface to CARS. The scope of this project also includes the Change Leadership and Training required to migrate off of CARS.

Appendix C - 2008 Major IT Project Descriptions

Secretariat: Governor's Office
Agency: Virginia Enterprise Applications Program (VEAP)
Project Formal Title: Financial Management Enterprise Module Development
Investment Status: Identified for Preliminary Planning

Project Description:

This project will increase the capability of the Base Financial System to include remaining financial capabilities required by the Commonwealth. These include Cost Accounting, Time and Attendance, Project/Grants Management, Accounts Receivable, and Fixed Assets.

Project Scope:

This project includes the interface, reports, and data conversions that will be required; plus the Change Leadership and Training required to move agencies to the Commonwealth's Financial Management System.

Appendix C - 2008 Major IT Project Descriptions

Secretariat: Health & Human Resources
Agency: Department for the Aging (VDA)
Project Formal Title: No Wrong Door Web-Based System Solution
Investment Status: Approved for Planning

Project Description:

The vision of No Wrong Door (NWD) is to create a virtual web portal for state and private adult health and human services providers to access services for clients and exchange client information. The goal of NWD is to make it possible for every consumer to understand their choices and to easily access the services that meet their long term care needs no matter where they begin the process. This is a shared initiative of VDA, DSS, DRS, DMHMRSAS, DMAS, and VDH. The project will create a new service model under the NWD banner. The key components of the project are:
- Collaboration between service providers
- Identification of all service options
- Automation and streamlining of eligibility and enrollment processes

Project Scope:

This project will revise agency service models to create a virtual No Wrong Door web portal for adult health and human services in the Commonwealth. NWD will include:
- Secure information sharing across multiple Agencies
- A service model that facilitates Agency staff routing of client requests to the appropriate service provider
- Access to both Commonwealth and private service providers

Appendix C - 2008 Major IT Project Descriptions

Secretariat: Health & Human Resources
Agency: Department of Health (VDH)
Project Formal Title: Electronic Birth Record Project
Investment Status: Approved for Planning

Project Description:

The Electronic Birth Certificate (EBC) Project, managed by the Office of Information Management (OIM), will allow the Division of Vital Records (DVR) to fulfill the requirement of § 32.1-252. The new web-based EBC application will allow DVR to capture birth data (including delayed birth and adoptions) as well as perform amendments. This application will also include a correspondence tracking system which tracks and manages requests from the public. In addition to considering CDC requirements, OIM has established functional user groups consisting of DVR, Family Health Services (FHS), and select hospital users to define the requirements of this new system. The new web-based application will improve the data quality, security and reporting capability for DVR and FHS. Virginia hospitals will also benefit due to the reduced data entry while Virginia residents benefit from faster processing of certificate requests.

Project Scope:

This newly integrated EBC application will be used by a vast and very diverse user community. This user community includes: (1) the public requesting certified copies for birth certificates; (2) hospitals and health care professionals registering newborns and screenings; (3) state and Federal agencies seeking to reduce benefits/identity fraud; (4) researchers studying the cause and effect of leading health indicators; (5) DVR which will use the certifiable module to issue the birth certificates and amend records; and (6) FHS which will use the application for follow up for at-risk infants, identify infants and children with hearing loss and birth defects, and produce referrals.

DVR desires to have a fully automated and integrated Web application that will improve the capture and tracking of birth records and customer requests. In addition, the new application will speed up the process of delivering birth certificate requests from the hospitals. Ideally this new system will integrate with the Virginia Infant Screening and Infant Tracking System (VISITS) for registration of birth abnormalities. The new EBC system will reduce or eliminate the current data cleanup functions and improve the accuracy of the data through system validations.

Appendix C - 2008 Major IT Project Descriptions

Secretariat: Health & Human Resources
Agency: Department of Health (VDH)
Project Formal Title: Electronic Death Registration (EDR)
Investment Status: Approved for Planning

Project Description:

The Electronic Death Registration (EDR) system is a proposed web-based system that would allow for the electronic capture of death data from funeral service licensees, state medical examiners and state physicians. The system would allow the VDH Division of Vital Records (DVR) and local health departments to issue and retain death certificates electronically as opposed to the manual process that is currently used. The Electronic Death Registration system is expected to reduce reporting delays, improve data quality, and increase the utility of death data.

Project Scope:

The Electronic Death Registration (EDR) system will allow DVR to go from a paper-based reporting system to an electronic filing system. The EDR will be a web-based system that will allow the many participants of the death registration process to remotely submit; register; and certify deaths occurring in the Commonwealth of Virginia. Electronic registration of deaths will gradually replace the current paper-based system. DVR is mandated by the Code of Virginia §32.1-273.1 to fully automate the system of vital records. The development of the EDR system will help fulfill this mandate and improve response time to customers, thus enhancing customer service and helping the division fulfill proposed federal mandates that will be set forth in the Intel Reform Act. This federal reform will impact the issuance and retention of all vital records across the nation. The proposed EDR system will also help DVR address their physical storage issues by helping to alleviate the growing need for more space to address the concern of retaining paper copies on site.

Appendix C - 2008 Major IT Project Descriptions

Secretariat: Health & Human Resources
Agency: Department of Health (VDH)
Project Formal Title: EMS Registry
Investment Status: Approved for Planning

Project Description:

The EMS Registry project is designed to replace the current Pre-Hospital Patient Care Reporting (PPCR) system. The current program is technologically outdated and currently not assisting the Office of Emergency Medical Services (OEMS) to fully meet its Code mandates. The current PPCR program is cumbersome and requires manual data entry of flat files; has few upfront validations; has no compliance monitoring tools; and data can only be used retrospectively with a delay in analysis being a minimum of 120 days. The new EMS Registry will be a web-based data collection tool that utilizes electronic medical record technology and eliminates the current paper based system. By converting to a web-based electronic patient care report (e-PCR), data submission will no longer be a separate function for the over 700 hundred EMS agencies. Instead, data submission will occur as a normal part of medical record charting through an e-PCR. Also, by converting the current outdated technology with the proposed program, data will become near real time (within 24-48 hours) and therefore a degree of health care surveillance will be added to the system. In addition, EMS treatment can be assessed and new implementations in emergency care and systems issues can be initiated sooner. Poor compliance will also be resolved by having an electronic data collection system, as transcribing patient encounters manually will no longer be required.

OEMS and EMS agencies are required by Code and regulations to carry out performance improvement (PI) processes. The project will include PI modules for a state level PI program using dating mining. Most importantly is the fact that with the initiation of this project, OEMS will put into place the national dataset as agreed to in a 2003 MOU with the National EMS Information System (NEMSIS). This monumental effort is to assure the each data element collected by localities; regions, the state, and the national database are exactly the same, for more reliable analysis.

Project Scope:

The EMS Registry project will allow OEMS to fulfill the requirement of Code of Virginia § 32.1-111.3; promote continuing improvement of the EMS system; and improve the quality of emergency care being provided both in the pre-hospital and in-hospital environments through a comprehensive performance improvement program. VDH, with OEMS as its designee, is mandated by the Code of Virginia §§ 32.111.3, 32.1-116-1 to develop a comprehensive, coordinated, emergency medical care system incorporating facilities, transportation, manpower, communications, and other components as integral parts of a unified system that will serve to improve the delivery of emergency medical services and thereby decrease morbidity, hospitalization, disability and mortality.

Appendix C - 2008 Major IT Project Descriptions

Secretariat: Health & Human Resources
Agency: Department of Health (VDH)
Project Formal Title: Virginia Immunization Information System
Investment Status: Approved for Planning

Project Description:

The Virginia Immunization Information System (VIIS) is a statewide immunization registry that consolidates patient immunization histories from birth to death into a complete, accurate, and definitive record that will be available to participating health care providers. Its purpose is to protect the public health; prevent under and over immunizations of children; ensure up-to-date recommendations for immunization scheduling to health care providers; generate recall notices; develop immunization reports; identify areas of under-immunized populations; and in the event of an emergency, provide a mechanism for tracking the distribution and administration of immunizations. The registry will resolve the problem of fragmented immunization histories on children in Virginia. Since most children have multiple health care providers during their pre-school years a definitive immunization record is difficult to construct. Having the histories of both private and public patients entered into one system will enable health care providers to make the best medical decision for the children they serve.

Project Scope:

The Virginia Immunization Information System (VIIS) will allow VDH to fulfill the requirement of §32.1-46.01 requiring the Board of Health to establish the Virginia Immunization Information System, a statewide immunization registry that consolidates patient immunization histories from birth to death into a complete, accurate, and definitive record that may be made available to participating health care providers throughout Virginia. This project is critical in that a fully implemented registry will improve immunization record keeping and provide physicians with more accurate information on which to base their medical decisions. The registry will improve the ability of physicians to proactively identify children needing immunizations, enhance reminder/recall systems, and accurately assess immunization coverage rates in their practices.

Appendix C - 2008 Major IT Project Descriptions

Secretariat: Health & Human Resources
Agency: Department of Medical Assistance Services (DMAS)
Project Formal Title: Fiscal Agent Competitive Re-Bid
Investment Status: Approved for Planning

Project Description:

DMAS must take steps to competitively re-bid the Fiscal Agent contract for the operations and support of the Medicaid Management Information System (MMIS). As part of the due diligence effort, DMAS has determined that it is in the best interest of the agency and Commonwealth to exercise the two remaining option years of the current contract until June 30, 2010. This will allow the needed time for DMAS to competitively re-bid and award a new MMIS contract.

Project Scope:

The scope of the Fiscal Agent Competitive Re-Bid includes:
- Competitive re-bid of the Fiscal Agent operations and support of the MMIS
- Competitively acquire the services of a Fiscal Agent to support the business processes of DMAS through the use of the MMIS
- Process health care transactions in a timely and accurate manner in accordance with all HIPAA standards
- Ensure business programs are evaluated and monitored for operational effectiveness and efficiency

Appendix C - 2008 Major IT Project Descriptions

Secretariat: Health & Human Resources
Agency: Department of Medical Assistance Services (DMAS)
Project Formal Title: HIPAA Upgraded Transactions (5010) and Code Sets (ICD-10)
Investment Status: Approved for Planning

Project Description:

The Centers for Medicare and Medicaid Services (CMS) has proposed regulations requiring that all X12 Transactions be upgraded to the 5010 versions and that the ICD-10 version of the code sets be implemented. DMAS must implement the new versions in order to remain HIPAA compliant and continue to receive and send electronic eligibility, claims, and payment data. Implementation of the changes will require modification to the MMIS and extensive provider outreach and trading partner testing.

Project Scope:

The scope of the Upgraded Transactions (5010) and Code Sets (ICD-10) project includes:
- Updating the CMS mandated 5010 transactions and ICD-10 code sets on the MMIS
- Processing health care transactions in a timely and accurate manner in accordance with all HIPAA standards

Appendix C - 2008 Major IT Project Descriptions

Secretariat: Health & Human Resources
Agency: Department of Mental Health, Mental Retardation, and Substance Abuse Services (DMHMRSAS)
Project Formal Title: Clinical Apps/EMR
Investment Status: Approved for Planning

Project Description:

The Clinical Apps/EMR project will replace legacy systems with integrated clinical applications sharing an electronic medical record repository.

Project Scope:

The scope of the project is to implement an electronic medical record repository and clinical applications at each DMHMRSAS facility and Central Office. The project would replace legacy systems and integrate with recent IT investments such as AVATAR for patient/resident admissions, discharges, and reimbursements.

Appendix C - 2008 Major IT Project Descriptions

Secretariat: Health & Human Resources
Agency: Department of Mental Health, Mental Retardation, and Substance Abuse Services (DMHMRSAS)
Project Formal Title: Medication Management System
Investment Status: Approved for Planning

Project Description:

The Medication Management System will replace the legacy pharmacy system with an integrated medication management application sharing an electronic medical record repository.

Project Scope:

The scope of the project is to implement a medication management system that utilizes an electronic medical record repository at each DMHMRSAS facility. The project would replace legacy systems and integrate with recent IT investments such as AVATAR for patient/resident admissions, discharges, and reimbursements. The project would also replace the outdated In-Patient and Aftercare pharmacy systems.

Appendix C - 2008 Major IT Project Descriptions

Secretariat: Health & Human Resources
Agency: Department of Rehabilitative Services (DRS)
Project Formal Title: Integrated Case Management (ICM) Project
Investment Status: Approved for Development

Project Description:

The Integrated Case Management (ICM) System Project is an effort to integrate over twenty legacy data management systems and data exchange processes into a single seamless application computer system. The system consists of a series of application modules that incorporates agencies' case management and business processes. The effort will lead to reduced IT maintenance effort and communication efficiencies associated with a common business process. The project is a multi-faceted effort, with Disabilities Services Agencies (DSA) representatives from technology, most functional programs, and business process specialists. Each representative has contributed to the requirements with their own viewpoint from their specialized areas, and has blended those ideas into the common goal of the ICM requirements.

Project Scope:

The ICM system will be user-friendly, accessible from staff offices or any network-aware location, and will provide significant economies for case management. Functional users will be able to perform all of their case management functions in a single system instead of a collection of existing legacy systems and paper. Computer-literate staff can easily migrate from existing systems to the new one because the look, feel, and operation are the same as the Internet and Windows user services.

Appendix C - 2008 Major IT Project Descriptions

Secretariat: Health & Human Resources
Agency: Department of Rehabilitative Services (DRS)
Project Formal Title: Integrated Fiscal System
Investment Status: Approved for Development

Project Description:

The Virginia Department of Rehabilitative Services (DRS) maintains responsibility for the financial processing and reporting for six Health and Human Resources service agencies. The umbrella of agencies is commonly referred to as the Virginia Disability Services Agencies (DSA). DSA includes the Department of Rehabilitative Services (DRS), the Department for the Blind and Vision Impaired (DBVI), the Virginia Department for the Deaf and Hard of Hearing (DDHH), the Virginia Board for People with Disabilities (VBPD), the Assistive Technology Loan Fund Authority (ATLFA), and the Department of Mental Health, Mental Retardation and Substance Abuse Services (DMHMRSAS). This project is to install an automated Financial Management System (FMS) for DSA at DRS.

Project Scope:

The Integrated Fiscal System includes:
- Automated interfacing with statewide systems (CARS, purchasing, eVA)
- Functionality in the modules that address cost accounting and accrual accounting requirements for Medicare and Medicaid reporting
- Reference and Budget File processing
- Daily Process – Expenditure Transactions processing
- Daily Process – Journal Voucher Transactions processing
- Accounts Receivable processing
- Receipts and Deposits processing
- Payroll processing
- Post Closeout processing
- W9 and IRS 1099 processing

Appendix C - 2008 Major IT Project Descriptions

Secretariat: Health & Human Resources
Agency: Department of Social Services (DSS)
Project Formal Title: Automated Child Care Subsidy Payment System
Investment Status: Approved for Planning

Project Description:

Implement a Child Care Subsidy Payment System (CCSPS) for Child Care Subsidies. The CCSPS will allow for real-time documentation of attendance and enable the program to better address issues relating to improper use of subsidies. This will save local and state administrative time and costs and result in a more efficient operation of the program. A payment system will provide a mechanism to reduce program fraud through payment tracking and alerts, thus reducing program costs and the repayment of funds to the federal government. It will also save staff resources required to track the federal, state, and local shares of improper payments identified and collected. This will assure that all state and local dollars can be extracted before reimbursements are made to the federal government. The system will also assist with Federal reporting, permitting Virginia to move from sample reporting to a statewide population reporting system for mandated federal reports, which will relieve local departments of manually reporting data each month for the compilation of recipient data for Federal reports. An automated payment system will also allow for prompt payment for services to child care providers, reduce local costs associated with invoice verification and processing and reduce the possibility of human error. It is expected that the program will be able to identify all providers who receive payments through the Child Care Subsidy Program, track payments made to those providers, identify and reduce potential fraud, and relieve local departments of labor intensive provider payment procedures.

Project Scope:

The CCSPS will include:
- Real-time documentation of attendance
- Payment tracking and alerts, including tracking of the federal, state, and local shares of improper payments identified and collected
- Federal reporting, permitting Virginia to move from sample reporting to a statewide population reporting system for mandated federal reports
- Automation to relieve local departments of manually reporting data each month for the compilation of recipient data for federal reports
- An automated payment system for child care providers
- System for identifying all providers who receive payments through the Child Care Subsidy Program

Appendix C - 2008 Major IT Project Descriptions

Secretariat: Health & Human Resources
Agency: Department of Social Services (DSS)
Project Formal Title: MAPPER Conversion
Investment Status: Approved for Planning

Project Description:

DSS proposes the migration of the existing Unisys MAPPER environment to a modern technical environment that provides tools to meet current and anticipated business needs. These modern technologies are consistent with both VITA and DSS technical standards and guidelines. This project is considered mission critical by DSS, since the technical limitations of the Unisys MAPPER environment impede the ability of both state and local agencies to meet their current and anticipated business requirements.

Project Scope:

The following applications, described in terms of programs to be re-written, define the scope of this project. Completing the project will result in the conversion of all mission critical DSS applications currently in MAPPER.

- ADAPT (1,501 programs)
- ENERGY (458 programs)
- AATS (39 programs)
- ADAPTM1 (230 programs)
- CASELOAD (61 programs)
- CUSTOMER (25 programs)
- DATAWAREHOUSE (4 programs)
- DAYCARE (91 programs)
- DBA (237 programs)
- DISASTER (20 programs)
- FINANCE (581 programs)
- FRAUD (11 programs)
- LICENSE (292 programs)
- PERSONNEL(40 programs)
- QC (158 programs)
- RR25(53 programs)
- SDX (23 programs)
- SPIDER (5 programs)

Appendix C - 2008 Major IT Project Descriptions

Secretariat: Natural Resources
Agency: Department of Environmental Quality (DEQ)
Project Formal Title: Document Management Implementation
Investment Status: Approved for Development

Project Description:

Analysis performed by eVisory identified limitations in how DEQ handles records and responds to certain inquiries. Inconsistent documentation processes result in the inability to quickly share information in the event of an emergency. DEQ's ability to recover information in the event of a disaster is also vulnerable. A DEQ pilot project of a simple Document Imaging and Retrieval system has been ongoing for the past few years. The results of this pilot have shown that an Enterprise Content Management (ECM) system will greatly increase the effectiveness and efficiency of the agency, as well as provide a solid foundation for disaster recovery should it become necessary. DEQ was designated lead agency for an enterprise effort in Enterprise Content Management. The benefits of an ECM system include efficient and reliable electronic accesses to documents by staff, the regulated community, other government entities, and the general public. The ECM system will also provide a foundation for an effective Continuity of Operations Plan (COOP.)

Project Scope:

DEQ will procure services, software, and hardware for an Enterprise Content Management (ECM) Solution. The integration contractor will be required to provide analysis, design, and implementation for the selected document management system. Third party document management consulting expertise will be retained to assist in the planning and execution of the project due to the complex nature of this type of system, and the complex nature of the agency. Overall project management will be the responsibility of DEQ.

Appendix C - 2008 Major IT Project Descriptions

Secretariat: Public Safety
Agency: Department of Alcoholic Beverage Control (ABC)
Project Formal Title: POS Replacement FY09
Investment Status: Approved for Planning

Project Description:

ABC plans to upgrade its Point of Sale (POS) hardware and software to be Payment Card Industry (PCI) compliant, and to take advantage of business process improvement opportunities provided by newer technology. The project will upgrade or replace all POS hardware and software in all stores to meet PCI security standards. Currently, ABC operates a Point of Sale (POS) hardware and software system in all ABC stores that does not meet the Payment Card Industry (PCI) standard requirements for security of sensitive information. This puts ABC at very high risk of fines and penalties should sensitive data be lost. In addition, the current hardware is at the end of its service life cycle and needs to be replaced.

Project Scope:

The POS Replacement project includes the upgrade or replacement of the current POS system in all ABC's 327+ stores. The upgraded or replacement system will meet all PCI security requirements.

Appendix C - 2008 Major IT Project Descriptions

Secretariat: Public Safety
Agency: Department of Corrections (DOC)
Project Formal Title: Electronic Records Management
Investment Status: Identified for Preliminary Planning

Project Description:
The Electronic Records Management project will purchase and implement an electronic records management system for DOC including offender paper records, and other administrative paper records utilized within the Department that can be associated with an offender, an employee, or other entity.

Project Scope:
Currently, no consolidated electronic records management system exists for DOC. The DOC is overwhelmed with paper, particularly offender records. This project will enable the Department to eliminate paper offender files at Headquarters, every correctional facility, and probation and parole office. It will also free up significant space in those locations to allow for planned growth.

Appendix C - 2008 Major IT Project Descriptions

Secretariat: Public Safety
Agency: Department of Corrections (DOC)
Project Formal Title: Financial and Human Resources ERP Package
Investment Status: Identified for Preliminary Planning

Project Description:

The Financial and Human Resources ERP Packages project will purchase and install a human resources management application and a financial systems software application to automate the DOC functions in those areas across the Commonwealth. The DOC is unable to maintain current automated data in a useable format to actively manage the large employee base (12,500 employees) and the large annual budget ($800 million) required to operate this large public safety organization is an efficient manner.

Project Scope:

Currently, no automated single system solution is available at DOC for HR and Financial Management. As a public agency we have an obligation to the citizens of Virginia to manage our resources in the most efficient manner possible and still achieve our organizational mission.

Appendix C - 2008 Major IT Project Descriptions

Secretariat: Public Safety
Agency: Department of Corrections (DOC)
Project Formal Title: Phase 2 and 3 Virginia Correctional Information System (CORIS)
Investment Status: Approved for Development

Project Description:

The Department of Corrections (DOC) has established an automated Offender Management Information System (OMS) Program, now called VirginiaCORIS. This is a major technology effort and is critical to the successful accomplishment of the DOC mission. The VirginiaCORIS Program will be composed of multiple major projects, and will result in a single, fully integrated system that should replace most of the DOC's current offender-related application portfolio. The selected solution is already in production in other state DOCs, with some additional required functionality being developed and planned for deployment in the next 12 months. The first project of the VirginiaCORIS Program (the procurement and installation of the Offender Sentence Calculation application) was successfully completed. The current projects implement Community Corrections and Institution Operations components.

Project Scope:

This project will address the procurement of software licenses and implementation of the Community Corrections and the Institutional Operations components of the VirginiaCORIS Program.

Appendix C - 2008 Major IT Project Descriptions

Secretariat: Public Safety
Agency: Department of State Police (VSP)
Project Formal Title: Automation of Motor Vehicle Inspection Program
Investment Status: Approved for Planning

Project Description:

The Department of State Police (VSP) received funding from the 2006 General Assembly to assist in the administration of the Annual Motor Vehicle Inspection Program. Virginia's Annual Motor Vehicle Inspection Program has been an integral part of Virginia's overall highway safety program since its inception in 1932. During this time, the system has grown to over six million annual inspections. A record of each inspection is kept in the form of receipts which are mailed to the Department State Police, where they are currently handled manually. This data is used in law enforcement investigations, as evidence in court, and in the management of the Motor Vehicle Inspection Program. Because of the tremendous volume of manual transactions to process, pieces of paper may get misplaced and the filing storage is limited to 18 months. As a result, data often is unavailable when needed. The Automation of Motor Vehicle Inspection Program project will automate handling of the inspection files and receipts.

Project Scope:

The project scope includes automating the tasks associated with the Motor Vehicle Inspection Program (MVIP) including ordering, receipt, handling, auditing, and access to the Motor Vehicle Inspection Sticker information.

Appendix C - 2008 Major IT Project Descriptions

Secretariat: Public Safety
Agency: Department of State Police (VSP)
Project Formal Title: Central Criminal Image System
Investment Status: Approved for Development

Project Description:

Virginia State Police (VSP) received money from the 2006 General Assembly for the implementation of a Central Criminal Image System to accept, process, store, retrieve, and search mug shots and other images received as part of the arrest. An RFP was issued January 19, 2007 and a vendor was selected.

Project Scope:

First Phase (2007 - 2008):
- Creation of a system at VSP to allow criminal justice users to retrieve digital images and create lineups, notices and reports
- Allow criminal justice users to upload individual images and data and perform lineups.
- Creation of interfaces to internal (AFIS, CCH) and external systems (NCIS, local agency RMS)

Second Phase (2008-2009):
- Allow criminal justice users to upload images and data in batches to share with other agencies and possibly utilize facial recognition and composite drawing technology
- Storage, search and display of categories of data and images such as gang, wanted persons, missing persons, terrorist watch list person images and possibly evidence images
- Creation of optional/future interfaces to the internal and external systems such as Master Name Index, Sex Offender Registry and Department of Justice ICJIS N-DEx

Appendix C - 2008 Major IT Project Descriptions

Secretariat: Public Safety
Agency: Department of State Police (VSP)
Project Formal Title: Central Criminal Repository and Support Systems Improvement
Investment Status: Approved for Planning

Project Description:

The Virginia State Police (VSP) central repository databases are populated by law enforcement, courts, and corrections agencies statewide to meet specific Federal and state mandates. These databases are accessed by law enforcement, prosecutors, courts, and corrections agencies from across the country to facilitate criminal justice processing. This proposal would update all central repository databases, interfaces, and related applications required by VSP. The software solution will incorporate new National Law Enforcement Telecommunications Systems (NLETS) and Federal Bureau of Investigation (FBI) standards, including the Global Justice EXtensible Markup Language (XML) Data Model (GJXDM) when applicable. The central repository system will be designed to accommodate improved interfaces with related law enforcement systems within the agency, such as the Virginia Records Management System (VRMS), and throughout the law enforcement industry, such as both the National Data Exchange (N-DEx) and Law Enforcement Information Exchange (LInX).

Project Scope:

The central repository applications included in the project are:
- Wanted Persons, Missing Persons, Stolen Vehicles and Parts
- Firearms Transaction Processing
- Computerized Criminal History
- Consolidated Applicant Tracking
- Protective Orders
- Master Name Index
- Incident Based Reporting
- Task Force Investigation Processing
- Sex Offender Registry
- Mug Shots
- Concealed Handgun Permits
- Expungement Tracking
- Machine Gun Registry
- AFIS Messaging

Appendix C - 2008 Major IT Project Descriptions

Secretariat: Public Safety
Agency: Department of State Police (VSP)
Project Formal Title: Law Enforcement Activity Management System
Investment Status: Approved for Development

Project Description:

The LEAMS project will provide a comprehensive system to support the documentation of criminal investigations and related law enforcement activities and reduce the agency's dependence on burdensome paper-based workflows and difficult-to-change legacy technologies. The system will make use of up-to-date technology to upgrade process controls, management/supervisory oversight, data quality, processing timeliness, system access, analytical tools, and intra-agency and inter-agency cooperation needed to maintain quality law enforcement records as mandated under §15.2.-1722 of the Code of Virginia.

Project Scope:

The system will include the following capabilities:
- Create electronic intake documents to record and track all requests for VSP
- Create and manage electronic files for investigations
- Send and receive work using electronic workflow management
- Conduct investigative analysis
- Secure information not only to control system access, but to facilitate internal and external information sharing
- Automatically notify investigators when certain updates are made by other users that may impact their investigation
- Electronically capture incident timeline information
- Provide a comprehensive system to record and track all evidence retrieved, held, and disposed of by VSP personnel
- Record and track legal documents received by VSP personnel and link them to activities performed by VSP personnel to serve or otherwise respond to these documents
- Record and properly secure information on Confidential Sources so that they can be linked to investigative files and activities without jeopardizing their anonymity
- Expunge records when ordered by a court
- Interface with the following VSP systems: Criminal Funds Accounting System (part of FACTS), Incident Based Reporting (IBR) repository
- Interface with the following external systems: National Data Exchange (N-DEx) and the Law Enforcement Information Exchange (LInX)
- Convert data from legacy systems that is still needed by users.

Appendix C - 2008 Major IT Project Descriptions

Secretariat: Public Safety
Agency: Department of State Police (VSP)
Project Formal Title: Replacement and Enhancement of the Central Criminal History (CCH) Application
Investment Status: Approved for Planning

Project Description:

The Centralized Criminal History (CCH) application is a component of the larger Central Criminal Records Exchange (CCRE) system. CCH is more than 30 years old, and many of its capabilities are based on a proprietary emulation package, which limits the Virginia State Police (VSP) ability to use the updated infrastructure on which it resides. The project includes purchasing of consulting services to gather requirements and develop an implementation plan for either the replacement or enhancement of the CCH system. Once the requirements have been gathered, the agency will survey the market to determine whether a suitable commercial off-the-shelf (COTS) package exists or whether development will be necessary. The project also includes planning for implementation of the system, including installation and deployment of the software at VSP and training services for VSP staff and local agencies.

Project Scope:

The scope of the project includes:
- Either the replacement or enhancement of the CCH system at VSP and at local agencies
- Either the replacement or enhancement of the Consolidated Applicant Tracking System (CATS) and the AFIS Messaging system, because they are tightly integrated with the current CCH system
- Support real time interfaces with other state agency systems such as Supreme Court and Department of Corrections
- Improve reporting flexibility through use of a standard reporting package
- Decrease the time to modify the software in response to legislative requirements
- Improve user interfaces
- Adopt national XML standards (GJXDM) resulting in improved interfaces with other state and local systems

Appendix C - 2008 Major IT Project Descriptions

Secretariat: Public Safety
Agency: Department of State Police (VSP)
Project Formal Title: Replacement and Enhancement of the Statewide Incident-Based Reporting System (IBRS)
Investment Status: Approved for Planning

Project Description:

The project will either replace or enhance the current statewide IBRS which operates on legacy technology and does not meet the needs of the law enforcement community in Virginia. Consulting services will be used to gather the requirements for the target system. Once the requirements have been gathered, the agency will survey the market to determine whether a suitable commercial off-the-shelf (COTS) package exists, or whether development will be necessary. The project also includes planning for implementation of the system, including installation and deployment of the software at Virginia State Police (VSP), and training services for VSP and the local agencies.

Project Scope:

The Replacement or Enhancement of IBRS will:
- Provide local and state agencies with efficient access to IBR data with improved ad-hoc report generation capability developed using an industry-standard reporting tool
- Upgrade data submission standards to include Offense Tracking Numbers (OTNs), National Data Exchange (N-DEx) and the Global Justice XML Data Model (GJXDM); it is also probable that data standards related to the Law Enforcement Information Exchange (LInX) will be included
- Link IBR data with criminal history, wanted persons and other databases using incident numbers, OTNs and State IDs (SIDs)

Appendix C - 2008 Major IT Project Descriptions

Secretariat: Public Safety
Agency: Department of State Police (VSP)
Project Formal Title: Statewide Agencies Radio System (STARS)
Investment Status: Approved for Development

Project Description:

The Statewide Agencies Radio System (STARS) Program will upgrade the existing Virginia State Police land mobile and microwave radio networks and make state of the art communications technologies available to more that 20 state agencies. STARS will create an integrated, seamless, statewide, wireless voice and data communications system designed to meet the needs of these agencies. STARS will also upgrade mobile radios, portable radios, and vehicular repeater systems. Localities and federal organizations can be added as full-time STARS users/partners when appropriate. The STARS Program will provide participating agencies with a cost-effective systems approach that enables interoperability between federal, local, and Commonwealth government agencies.

Project Scope:

The system will be shared by agencies engaged in public safety, protection, and service and will facilitate interoperability with and between localities at the county and city level. Radio communications for the Virginia components of the National Weather Service's Integrated Flood Observing and Warning System (IFLOWS) network are also being upgraded as part of this program.

The STARS program will:
- Increase capacity
- Upgrade the technology
- Enhance coverage of the land mobile radio network
- Implement statewide law enforcement mobile data
- Create disaster recovery alternate paths for the microwave radio network

Appendix C - 2008 Major IT Project Descriptions

Secretariat: Public Safety
Agency: Department of State Police (VSP)
Project Formal Title: Virginia Intelligence Management System (VIMS)
Investment Status: Approved for Planning

Project Description:

This project will implement a statewide repository of intelligence information through the purchase of an intelligence management package and related integration services. The system will accept data from local, regional, and state systems, and facilitate the sharing of intelligence and information among numerous state, local, and federal agencies. The goal of this system is to provide the capability to receive, analyze, and disseminate intelligence concerning criminal and terrorist activities.

Project Scope:

VIMS will provide:
- Purchase of a either commercial off-the-shelf (COTS) intelligence management package, or services for the development and testing of an application
- Integration and implementation services, including system set-up and training
- Centralized analysis and dissemination of intelligence information statewide
- Centralized access to national intelligence systems
- Improved business relationships and information sharing among law enforcement agencies

Appendix C - 2008 Major IT Project Descriptions

Secretariat: Transportation
Agency: Department of Motor Vehicles (DMV)
Project Formal Title: Automated Routing Solution – Hauling Permits
Investment Status: Approved for Development

Project Description:

In order to enhance the safety of the public traveling Virginia roadways, dramatically reduce the current labor intensive and time consuming manual processing of issuing hauling permits, and to improve customer service, DMV will purchase an Automated Routing Solution (ARS). The Superload Software Package, made by C.W. Beilfuss, is the only commercial routing software package available that provides a complete detailed live load bridge analysis of each bridge on the permit route, using the detailed axle configuration of the permit vehicle. This analysis occurs simultaneously with other aspects of route analysis, and incorporates data models currently used by Virginia Department of Transportation's (VDOT) Structures and Bridges Engineers. VDOT data will be integrated into the purchased ARS. The ARS will be integrated into the current DMV Internet Hauling Permit System, so that the ARS and the DMV Hauling Permit System appear as one system. The procurement, customization, and implementation of the Superload Software Package will enable the customers served by the Hauling Permits Division to apply for and receive approximately 75% of all permits within one day.

Project Scope:

DMV intends to acquire a system that would approve travel of Oversize/Overweight (OS/OW) vehicles over routes of the Commonwealth's highway network. The system shall analyze permit trips for route connectivity, turning ability, clearance availability, bridge-load capacity for the actual load configuration of the permit vehicle as it passes over each individual bridge, and temporary route restrictions. To ensure that the resulting routing system is correct for routing, and is maintained in that same correct manner, the routing system would be constructed using the same data that the VDOT gathers, maintains and updates for its normal highway description responsibilities, and for its bridge rating processes. The routing software shall include a map-based routing system that would:
- Allow users to route vehicles interactively with an electronic map
- Allow multiple route definition methods, including automated routing
- Check available live load capacity for bridges
- Check horizontal and vertical clearances
- Check temporary restrictions (i.e. highway maintenance and construction areas)
- Provide real time results
- Be fully integrated with the DMV's existing oversize/overweight permit automation so that the two systems would operate as one

Appendix C - 2008 Major IT Project Descriptions

Secretariat: Transportation
Agency: Department of Motor Vehicles (DMV)
Project Formal Title: CCC/IVR Replatform Project
Investment Status: Approved for Development

Project Description:

As a result of reorganizing the agency's CCC operations, DMV plans to relocate the main headquarters Customer Contact Centers (CCC) from Richmond to AltaVista, and to create a new satellite office in South Boston. The Richmond CCC continuously experiences many vacant positions due to competition for telephone service representatives in the Richmond area. The result is an increased call burden on Richmond CCC agents and increased service wait times for DMV customers. Relocating to AltaVista and South Boston will give CCC access to less competitive employment markets. Due to improved DMV staffing, the CCC Relocation and Reorganization project will result in improved service for DMV customers.

Project Scope:

The project will include:
- Upgrading existing telecommunications equipment to increase efficiency, productivity, and provide latest technology to serve customers
- Reorganizing management structure in CCC to allow managers time to coach, train, and monitor employees
- Providing work-center-wide training on customer service, call center practices, etc to equip all employees to make new venture a success
- Installing infrastructure that will support technological growth is extremely important to the success of the project
- Reducing turnover and personnel training costs (approximately $5,000 per each new agent hired)

Appendix C - 2008 Major IT Project Descriptions

Secretariat: Transportation
Agency: Department of Motor Vehicles (DMV)
Project Formal Title: Customer Management Queuing System
Investment Status: Approved for Development

Project Description:

The project will replace the Department of Motor Vehicle's (DMV) current queuing system with a customer management system that will maximize CSC technology and optimize the use of CSC staffing resources. This project supports core agency functions related to customer service. It will assist with streamlining operations by offering the capability of capturing the "whole" customer experience. The Customer Management Queuing System will optimize employee productivity and enhance customer service. The system will provide the ability to assist staff with scheduling and identify customer trends allowing DMV to properly staff CSC offices and reduce wait times. The system will also provide customer scheduling capabilities, dashboard reporting, electronic distribution of reports, case management and contribute to DMV's Customer Management Relationship goals.

Project Scope:

The new CMS solution will be capable of being integrated with existing and future DMV systems based on its service oriented architecture. The Customer Management Queuing System will provide:
- Scheduling and management tools
- Enhanced reporting capabilities
- New ticket dispensers
- Web-based accessibility
- Customer relationship management tools

Appendix C - 2008 Major IT Project Descriptions

Secretariat: Transportation
Agency: Department of Motor Vehicles (DMV)
Project Formal Title: DMV CSI System Redesign Project
Investment Status: Approved for Planning

Project Description:

The CSS Redesign focuses on the fragmented processing of DMV's three major business areas: driver, vehicle, and motor carrier. The purpose of the redesign is to transform these fragmented fifteen year old systems into one modernized system that is responsive to the ever-changing needs relating to internal security, homeland security, legislative mandates, and customer relationship management. DMV has a unique opportunity to revolutionize the agency's approach to fulfilling its mission, carrying out core functions, and delivering service. DMV intends to fully integrate processing while incorporating and leveraging the full functionality and benefits of proposed technology solutions as well as the technology already in place.

Project Scope:

The solution to the fragmentation/modernization issue may come in the form of commercial off the shelf software, and in-house development effort, or a combination of both. The expected outcomes of the project include:
- Duplication of records eliminated
- Cases of identity fraud significantly reduced
- Criminal activity risks significantly reduced or eliminated
- Secure data shared between headquarters and service centers
- Ability to more quickly respond to government mandates
- Total time of customer's visit to DMV significantly reduced
- Record management that allows the tracking of customers and their related records across all critical business areas and related platforms
- Entire libraries of information (policies, procedures, etc.) available at each DMV customer service workstation.

Appendix C - 2008 Major IT Project Descriptions

Secretariat: Transportation
Agency: Department of Motor Vehicles (DMV)
Project Formal Title: Driver License Central Issue Services Project
Investment Status: Approved for Planning

Project Description:

The Virginia Department of Motor Vehicles (DMV) seeks to establish a multi-year services contract, through competitive negotiation, for a secure Driver's License/Identification Card (DL/ID) services solution including all necessary hardware, software products, design, development, customization, installation, training, personnel, supplies and maintenance. DMV has determined the following strategic points are essential in the procurement, design, development, and deployment of the new DL/ID solution:

- Establish the identity of applicants when they first enter the application facility
- Utilize security features that include tactile features that can be detected under normal conditions
- Confirm the identity for renewals using prior image retrieval
- Establish a reliable and secure delivery method for the physical document.

In addition to the strategic points identified above, DMV is seeking an improved Virginia Driver's License and State Identification Card. Considered secure and reliable when first issued in 1999, the present driver's license and ID card lack the security standards now considered as minimum requirements in U.S. jurisdictions. The DMV is seeking new solutions that address the growing demand for secure government photo identification, which has increased for many reasons including domestic airline travel requirements and the increased incidence of identity theft.

Project Scope:

In a February 2005 report to Congress, the US Department of the Treasury cited Identity Theft as the fastest growing crime in the United States. Often the weakness in security and the ability to counterfeit or modify the driver's license has contributed to this issue. The Commonwealth of Virginia Driver's License and State ID cards are issued by the DMV. In order to enhance the security, integrity, and efficiency of the current driver's license and identification card, the solution must:

- Improve the security, integrity & quality of the Driver's License & State ID card
- Reduce future risk & costs
- Improve Virginia residents privacy & security
- Improve auditing & accountability

Appendix C - 2008 Major IT Project Descriptions

Secretariat: Transportation
Agency: Department of Motor Vehicles (DMV)
Project Formal Title: On-Demand Registration Card and Validation Sticker Program
Investment Status: Identified for Preliminary Planning

Project Description:

The On-Demand Registration Card and Validation Sticker Program will post an RFP to replace the current vehicle registration card and decal printing solution with a print-on-demand system in HQ, 43 DMV Selects, 74 customer service centers, Virginia Correctional Enterprises and potentially 1201 dealers and fleets. The print-on-demand vendor will provide hardware, supplies, and software, which will allow DMV to capture each registration and decal issued out of each service outlets. DMV will pay the vendor per transaction, and the vendor will own and maintain all hardware. The result of this project will decrease the number of FTEs used to produce decals within HQ, reduce consignment, reduce waste, eliminate a labor intensive registration and decal production, set-up a back-up decal system, increase decal security, and reduce field consignment.

Project Scope:

The On-Demand Registration Card and Validation Sticker Program will provide vendor owned and maintained hardware, supplies, and software for a print-on-demand vehicle registration card and decal printing system.

Appendix C - 2008 Major IT Project Descriptions

Secretariat: Transportation
Agency: Department of Motor Vehicles (DMV)
Project Formal Title: TREDS (Traffic Records Electronic Data System)
Investment Status: Approved for Development

Project Description:

The Traffic Records Electronic Data System (TREDS) Project is developing an electronic system for use by Law Enforcement, DMV, and the Virginia Department of Transportation (VDOT) for processing of the FR300P Crash Report. The new TREDS system will be able to process traffic crash reports in three ways:

- Using paper forms utilizing bubble fields that will be used to capture the crash information
- Using electronic data entry from the law enforcement agency representative's laptop
- Using electronic data feeds transmitted from law enforcement agencies that currently have third party software implemented for the capturing of crash report data

The project will focus on Law Enforcement (State and Local), DMV, VDOT and other traffic related entities involved with traffic crash processing.

Project Scope:

The scope of the TREDS project will include the following areas:

- Capture as many reportable FR300P Crash Reports electronically as possible; the remainder will be done using optically recognized paper reports
- Enable law enforcement to transmit the data captured electronically to the TREDS system
- Store all the FR300P Crash Report information in a central data store in the TREDS system
- Make information from the FR300P Crash Reports available in for traffic related entities, via the TREDS system, to analyze the crash information

Appendix C - 2008 Major IT Project Descriptions

Secretariat: Transportation
Agency: Department of Transportation (VDOT)
Project Formal Title: Asset Management System - Phase 2
Investment Status: Approved for Planning

Project Description:

Asset Management System (AMS) Phase 2 will provide structured management of agency infrastructure roadway assets using life-cycle cost methodology to facilitate gathering and using real-time mobility information to the traveling public. The project may include additional development to ensure consistent management and maintenance of agency assets within established guidelines and standards set by the agency and by federal oversight organizations to maintain specific service and real-time mobility goals.

Project Scope:

Phase 2 of the Asset Management System will provide:
- Development of Work Requests to include cost centers, non-modeled assets, and contract work
- Enhancement of PMSS / inclusion of scheduling
- Integration with phase 2 of VOIS
- Integration with SiteMgr
- Integration with RNS
- Integration with FMS2 / web-enabled FMS
- Development of ITS inventory management module
- Enhancement of analysis tools to facilitate development of Needs-based budget on recurring, annual basis
- Enhancement of Planning module
- Development of stormwater basin inventory form
- Maintenance enhancements to existing Work Accomplishments/Work Requests and inventory modules
- Automated data collection for bridge assets and pavement data collection
- Integration with Equipment and Inventory Mgmt Systems
- Integration with the SoSYP

Appendix C - 2008 Major IT Project Descriptions

Secretariat: Transportation
Agency: Department of Transportation (VDOT)
Project Formal Title: FMS Project
Investment Status: Approved for Development

Project Description:

VDOT is seeking to replace its FMS II application. The new system will serve as the agency's financial management system of record. The functional scope of the project includes General Ledger, Accounts Payable, Accounts Receivable, Project Accounting, Purchasing, and Time and Attendance. A second phase of the project will be the establishment of a second instance of the application to serve as the basis for a statewide ERP. The statewide instance, or VEAP Base, will have General Ledger and Accounts Payable functionality.

A goal of the project is to have very limited software modifications; therefore, a significant Business Process Reengineering (BPR) effort is envisioned. A key element of this project is to establish data standards for financial management. VEAP will work closely with DOA, Department of General Services (DGS), Department of Human Resources and Management (DHRM) and VDOT to implement these standards. As part of the establishment of enterprise data standards, the requirements defined in the Commonwealth Business Architecture will be reviewed to ensure consistency with any new standards.

Project Scope:

FMS II is a critical component of VDOT operations. It processes many agency-critical transactions (purchase orders, vouchers, bills, payroll files) and "touches" an estimated 18 applications (10 internal, 8 external) who require financial data to successfully process a business transaction. The system needs to be replaced in order to remove the operational risks associated with an unsupported application. There is currently no statewide standard for enterprise financial management systems. The VDOT project, with strong DOA and VEAP representation, will serve as the foundation for an enterprise solution for the Commonwealth. As a second phase of the project, VDOT will work with VEAP and DOA to implement a second instance of the ERP solution for the GL and AP functional areas. This system will serve as the VEAP "Base" for which an enterprise financial management system can be built. As additional resources are available to the Commonwealth, the system can be rolled out to additional agencies and additional functionality can be implemented to achieve all of the benefits of an ERP. These additional efforts would be part of subsequent projects - not part of the VDOT FMS Project.

Appendix C - 2008 Major IT Project Descriptions

Secretariat: Transportation
Agency: Department of Transportation (VDOT)
Project Formal Title: Integrated Six Year Program (Re-architect)
Investment Status: Identified for Preliminary Planning

Project Description:

The current version of iSYP provides a comprehensive listing of the Six Year Program for all roadway systems. It allows financial programming of the Six Year Program for all roadway systems. It integrates scheduling, estimating, funding, construction expenditures, Dashboard, and the Six Year Improvement Program. However, it was created more than four years ago and newer technology is able to provide greater system integration and additional functionality. This project will re-architect the current iSYP to allow creating 'what-if' programming scenarios (early Advertisement dates, etc.) and auto-calculation functions. Greater integration of the Project Cost Estimating system (PCES), Secondary Six Year Program (SSYP), Schedule, Construction Expenditures Reporting System (CERS), Systems Operations Six Year Plan (SOSYP), Statewide Transportation Improvement Program (STIP), Funding, Project Pool, integrated Project Manager (iPM), VDOT Dashboard, and the Six Year Improvement Program (SYIP) will also be available.

Project Scope:

The scope of the project includes:
- Allowing VDOT Programming Division planners to create 'what-if' programming scenarios (early Advertisement dates, etc.) in response to political and policy changes
- Auto-calculation functions for data integrity and ease of use
- Increasing the ease of integration of the Project Cost Estimating system (PCES), Secondary Six Year Program (SSYP), Schedule, Construction Expenditures Reporting System (CERS), Systems Operations Six Year Plan (SOSYP), Statewide Transportation Improvement Program (STIP), Funding, Project Pool, integrated Project Manager (iPM), VDOT Dashboard, and the Six Year Improvement Program (SYIP)

Appendix C - 2008 Major IT Project Descriptions

Secretariat: Transportation
Agency: Department of Transportation (VDOT)
Project Formal Title: M5-EMS (aka FEMIS) Equipment Management System
Investment Status: Approved for Development

Project Description:

The Equipment Management System (EMS) was implemented in March 1993 to store all information related to VDOT owned equipment and provide improved internal equipment management, control and reporting at all levels. Since that time many other information systems have been developed for specific transportation needs. Many new and changing business functions have been introduced since the creation of the mainframe based EMS system. The system not longer meets the needs of the business. Modifications to this old technology based application are limited and time-consuming. Interfaces and interactions with other VDOT applications are necessary, but difficult with this current system. This project is to replace the current EMS system with a more functionally rich, new technology application, eliminating the need and costs associated with the mainframe, and to provide the business with many needed functions. The system is in scope to the Virginia Enterprise Applications Program (VEAP) but the implementation date is in the extended future and VDOT has been approved to proceed by VEAP. VDOT will evaluate potential fleet management commercial-off-the-shelf (COTS) packages as an alternative to building a system.

Project Scope:

The project approach is to define the scope of FEMIS and gather detailed business requirements, and then evaluate these requirements against the Maximus M5 COTS package. From this analysis, it will be determined how closely this package fits VDOT's Fleet Equipment Management business processes and which business processes may change to fit the industry practices incorporated into the package. The scope and requirements will incorporate current business functions and new industry recognized fleet management business standards.

Customers served by this project include: Districts, Residencies, and Area Headquarters Highway Maintenance and Construction Programs, the Asset Management Division, Equipment Section, Capital Assets and Inventory Control, Financial Management, Internal and APA Auditors, Joint Legislative Audit and Review Commission (JLARC), Employee Safety and Health Division, Operations Planning, and the Security and Emergency Management Division.

Expected benefits include: improved equipment management practices and capabilities; increased utilization of equipment, performance, and cost savings; improved reporting capabilities; data accuracy and integrity; elimination of mainframe processes; and providing a more user friendly, easier to navigate system by delivering a web enabled application.

Appendix C - 2008 Major IT Project Descriptions

Secretariat: Transportation
Agency: Department of Transportation (VDOT)
Project Formal Title: Pavement Management System
Investment Status: Approved for Development

Project Description:

This project will create a Pavement Management System (PMS) that will collect data on the composition of roadways. The system will provide analysis capability and assist in determining maintenance needs. The project fulfils several state and federal-level mandates and policy directives. These include:

- The recent state budget amendments requiring VDOT to annually report on its asset management methodology and the state of its infrastructure (HB5002 Item 444 #2c)
- Federal legislation requiring state Department of Transportation to have a skid crash reduction program that includes "*a systematic process to identify, analyze, and correct hazardous skid locations*" (23CFR 626)
- FHWA HPMS reporting requirements that include several pavement condition items
- FHWA policy directives that strongly encourage state highway agencies to have a PMS
- While a PMS is not mandated in SAFETEA-LU, FHWA division offices look for PMS capabilities in approval of use of federal highway funds for pavement maintenance

Project Scope:

The PMS will provide:

- Movement of the Pavement data maintenance module from the HTRIS mainframe to a Windows based application and database server using existing VDOT technology and infrastructure
- Development of an Oracle or Microsoft SQL Server database that will replace the pavement data portion of the current HTRIS database
- Web-based access for creation and maintenance of pavement inventory, work history, and condition/testing data
- Functionality for pavement needs assessment and treatment selection business processes through development or procurement of an appropriate system
- Interface to RNS as required for data integration and coordination of data input associated with changes to the inventory
- Interface to AMS as required for integration of PMS analysis into the broader asset management business process
- Critical data reporting, mapping, and web data viewing capability
- Training for all PMS users
- Implementation of new and improved business processes for developing and evaluating network and project-level scenarios

Appendix C - 2008 Major IT Project Descriptions

Secretariat: Transportation
Agency: Department of Transportation (VDOT)
Project Formal Title: Roadway Network Systems (RNS)
Investment Status: Approved for Development

Project Description:

RNS replaces the Highway Traffic Records Information System (HTRIS) with a geospatial, web-based, enterprise system to manage VDOT roadway inventory data. Overall, RNS will improve the associated business processes throughout the Agency. It replaces the outdated mainframe HTRIS, and will provide enterprise data and system interoperability. This system will move VDOT into the 21st century by making available a map-based means for managing and retrieving critical business information. It will reduce redundant roadway data entry, and eliminate data extraction and conversion processes to and from HTRIS.

Project Scope:

The project will spatially enable the HTRIS Roadway Inventory data, make this data accessible through relational database technology, migrate all existing business data and business data functionality, and provide interface potential to like information systems.

The scope of work includes the migration of all the data from the ADABAS HTRIS system to the Oracle RNS; ensuring the roadway geo-spatial data is aligned with the roadway centerlines; connecting the business data to the geo-spatial roadway data; building a web-based system for retrieving the roadway and business data; and improving business processes that have been limited due to the older HTRIS technology.

Appendix C - 2008 Major IT Project Descriptions

Secretariat: Transportation
Agency: Department of Transportation (VDOT)
Project Formal Title: VaTraffic
Investment Status: Approved for Development

Project Description:

VaTraffic will provide a fully functioning, web-based application for roadway incident management; statewide integration with the regional Smart Traffic Centers (STC) and the Transportation Emergency Operations Center (TEOC); and real time data feeds to the Virginia 511 Website and Virginia Integrated Voice Recognition (IVR) Phone Service. Due to the recent regionalization of operations management, VDOT requires an integrated solution for capturing, storing and disseminating relevant roadway information to field personnel, management and the traveling public, especially in the event of emergencies, such as severe weather. Data related to incidents, events and planned lane closures must be disseminated in an accurate and timely manner to benefit the public and internal customers. Reporting and analysis tools are also needed.

Project Scope:
Functional areas in the web application will include:

- Capturing, storing and disseminating data for Planned Events (work zones, special events, bridge openings)
- Capturing, storing and disseminating data for Unplanned Events (incidents, weather events, road conditions)
- Enhanced Mapping capabilities (point and linear events, form-driven data entry using route numbers, street names, mile markers)
- On-line Data Grid with filtering, sorting and grouping capabilities for analysis
- Canned and ad-hoc Reporting with exporting and printing capabilities
- Work Requests (window to AMS) for generating and tracking incident related work requests
- Auto-generated e-mail Notifications including forced alerts and user defined subscriptions